



## TRICARE NORTHWEST

Office of the Lead Agent

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### An Interview with BG Mack Hill Lead Agent of TRICARE Northwest

In October, Madigan Army Medical Center (MAMC) welcomed its 29th commander. BG Mack C. Hill assumed command of the Western Regional Medical Command, and Lead Agent duties for TRICARE Northwest from former MAMC commander BG George Brown on October 1. Prior to this assignment, Hill served as the

Assistant Surgeon General for Force Management, and Chief, Medical Service Corps at the Office of The Surgeon General in Washington, D.C. He said that in the short time he's been at Madigan, the staff has far exceeded his expectations.

"I have never before experienced such open, honest communication in any other hospital to which I have been previously assigned. I have noticed that everyone at Madigan strives to provide the highest quality of care to our beneficiaries while displaying the highest degree of professionalism in the perform-

ance of their work," Hill said.

At the top of Hill's list of goals are TRICARE and Graduate Medical Education (GME).

"We must 'keep the promise' of TRICARE Prime to our beneficiaries. To accomplish this we must meet access standards while balancing the budget, appropriately staffing our departments and divisions, meet graduate medical education requirements, and carry out our readiness mission," he explained. "A tough job that can only be accomplished by being honest and truthful in our ap-

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### Breast Cancer Regional Action Team to Meet in Seattle

The Breast Cancer Initiative Regional Action Team will meet December 4 at 9:00 a.m. at the Seattle Coast Guard clinic on Pier 36. Military and Coast Guard health care representatives from throughout Region 11 who are in-

involved in breast care will be attending this all-day meeting. Speakers will include: MAJ Heidi Terrio on the Needs Assessment Project; Cynthia Toft and Jenny Fuller on Breast Cancer Clinical Pathways and Patient Education; COL Rick Hume on the Genetics and Seahawk Projects.

There will also be a presentation on the sentinel probe. Participants will also discuss various regional topics of interest, such as the new FY 99 metrics and FY 99 funding. For more information, contact Carol S. Campbell at (253) 968-0744.

### December and January Calendar of Events

#### 4 December

Breast Cancer Initiative  
Regional Action Team  
meeting at the USCG  
Clinic, Pier 36, Seattle.

POC: Carol S. Campbell  
(253) 968-0744.

#### 16 December

Mental Health Consor-  
tium meeting at the  
USCG Station, Seattle.

POC: LTC Voepel  
(253) 968-3408.

#### 26 - 28 January

TRICARE Basic and Ad-  
vanced Student Course,  
Ft. Lewis Golf Course

POC: HMC Williams  
(253) 968-1563.

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proach to our day to day tasks and missions." But Hill says that the most important part of his job will be the budget.

"We must be able to meet our budget, while maintaining quality health care with a customer focus. I see the most important part of my job to be providing and allocating appropriate resources to our staff or re-engineering their work to meet our budget constraints. This must be done by identifying and prioritizing our resource requirements to meet core responsibilities, while designing the right mix of skills and organizing them in the most effective and efficient manner," he said. "Our core business must continue to be our Prime beneficiaries, but at the same time, we must preserve graduate medical education and fulfill our readiness missions. We can only meet these challenges by understanding our core priorities and working together to meet these challenges."

About one month before Hill assumed command of Madigan, the TRICARE Senior Prime program was implemented "I congratulate both the Lead Agent and Madigan staffs for being the

first to stand up TRICARE Senior Prime in the MHS. It is simply the right thing to do for our over 65 beneficiaries who have served our country and received promises of continued medical care for both themselves and their family members," he stated. "Our objective is to serve these beneficiaries by providing quality care and at the same time prove we are able to meet access standards and deliver such care at the lowest possible cost. I have no doubt that our staff will be able to "deliver the goods" to our TSP beneficiaries."

With Enrollment Based Capitation (EBC) on the horizon, Hill said that he is confident that Madigan will come out as a winner, because TRICARE Prime enrollment at Madigan has increased. "I will strongly advocate to the Surgeon General to bring Enrollment Based Capitation (EBC) on line as quickly as possible, because we will become "winners." We have greatly increased our enrollment of Prime beneficiaries and stand to gain significant monetary rewards if we are funded by EBC." BG Hill is married to the former Dale Wegener of Beverly, Massachusetts, and they have one child, Jeffrey.

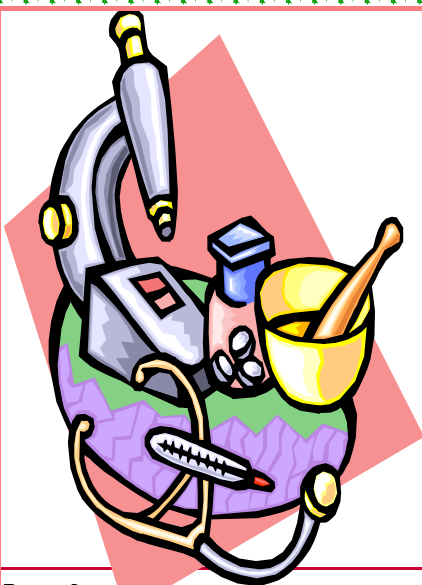
## Yakima Clinic Closing

The Yakima Health Clinic, which supports Yakima Firing Base in Eastern Washington, will close on December 18 due to declining resources and lack of personnel to operate the clinic.

Madigan Army Medical Center is working with Foundation Health Federal Services, Inc. to provide a smooth transition for the approximate 3,000 military beneficiaries

who routinely receive their care at the clinic. Information briefings will be conducted on December 7 and 8 to provide assistance to military personnel to enroll with a new Primary Care Manager.

For more information, contact the Madigan Public Affairs Office at (253) 968-1902/ 3821 or DSN 782-1902/3821.



## Strategic Planning Meeting Scheduled

The annual January TEC Strategic Planning Offsite has been scheduled for 14 January. We will be holding the Offsite at the Ft. Lewis Golf Club and will run from 0800 - 1600.

The agenda is still under construction, but will include a look at how we did in 1998 and what objectives we will be focusing on in 1999.

Part of the day will be used to look at events that will shape the future (budget, Y2K, TRICARE 3.0, etc). Attendance will be limited to MTF Commanders/Commanding Officers and three (3) key staff. More to follow later.

POC: Mr. Michael K. Petty, 253-968-3424.



## Contracting Officer Technical Representative (COTR) and Military Treatment Facility (MTF) Interface – A Critical Link

From previous newsletters, you know the COTR (Contract Officers Technical Representative) is the person in your MTF trained and responsible for monitoring contractor performance in relation to contract requirements. Can they do this alone? No! They must work with clinical and administrative personnel in your MTF to monitor contract compliance. To do this they must be able to access the experts in your facility who: refer patients to network facilities and providers; use resource sharing agreement (RSA) staff or resource support; evaluate provider education and marketing efforts; and interface with those assisting or using beneficiary services provided by the contractor. If they have access to these people, then what?

COTRs document adherence to contract compliance standards defined by the Region 11 Contract Surveillance Plan. This living document lists contract deliverables (items that must be provided to MTFs by the contractor, e.g. enrollment reports) and other services the contractor must provide. One example of services provided is a requirement under professional liability to ensure resource sharing providers maintain full professional liability insurance. How will the COTR know this? They won't unless MTF credentialing and contract RSA experts communicate regularly with COTRs on critical issues.

A crucial COTR-MTF interface occurs at Catchment Area Executive Council (CAEC) meetings. Here, the MTF, contractor, and Lead Agent staff meet and examine contract performance and discuss issues of concern.

## TRICARE Course offered at Ft. Lewis Army Base

The TRICARE Northwest Office of the Lead Agent will host a TRICARE Basic and Advanced Health Benefits Advisor Course at the Fort Lewis Golf Course Club January 26-28. The course is designed to provide a basic, yet comprehensive, understanding of the TRICARE program.

The course is and DoD civilian professionals, DoD positions, and TRICARE beneficiaries. There is but the requesting responsible for course will be to 4:30 p.m. each

To register, service affiliation, title, work phone send your name, rank, unit address, position/ and fax number, E-mail address, and TRICARE region by mail, E-mail, or fax to HMC Greg Williams, Madigan Army Medical Center (ATTN: MCHJ-NWLA) Tacoma, WA 98431-5000 by January 8.

The fax number is (253) 968 3474 or DSN 782-3474.

The E-mail address is HMC\_Harold\_Williams@smtplink.mamc.amedd.army.mil.

For more information, you may call HMC Williams at (253) 968-1563 or DSN 782-1563.



open to all military health care professionals in leadership those who counsel ciaries on health no registration fee, activity or unit is re-TDY funding. The held from 7:30 a.m. day.

send your name, rank, unit address, position/ and fax number, E-

## Continuing Medical Education Opportunities at Madigan Army Medical Center

### 22-23 January 1999

Decision-Making for Common Pediatric Problems

Tacoma Sheraton Hotel, Tacoma, WA

Course Fee: Civilian \$100.00

Active Duty \$35.00

### 23 February 1999

Writing and Speaking for Excellence

This is free for MAMC personnel.

### 11-12 March 1999

Intradisciplinary Team Management of Diabetes & Evaluation & Treatment of the Diabetic Foot.

No info on place, time, or fees.

### 5-7 May 1999 (Tentative)

Gary P. Wratten Surgical Symposium

Place: Ft. Lewis Golf Course

Open to the public

No info on fees yet.

## REGION 11 MENTAL HEALTH CONSORTIUM UPDATE

The Region 11 Mental Health Consortium held its 7th meeting at the Fort Lewis Golf Course Conference Center on 22 and 23 October 1998. The Consortium welcomed the new chief of Mental Health at Naval Hospital Bremerton,, CAPT Karl Baer, to the consortium.

The meeting included a joint presentation on Behavioral Health Outcomes by COL Russell Hicks and guest speaker LTC Laura Brosch, Ph.D (MAMC Nursing Research), in addition to "An Introduction to Outcomes Measurement" presentation, by Dr. Brosch. Other topics included the Group Health transition; the impact of the planned closure of the inpatient psychiatry unit at NH Bremerton; and the development of "Regional Practice Guidelines" for behavioral health diagnoses. The decision to eliminate the Regional ADS sheet developed by the Consortium for the one used by adult outpatient mental health clinics in the Region (that is, not incorporating Family Advocacy Programs, drug & alcohol treatment settings, etc.) also received considerable discussion.

The Consortium will meet again on 16 December in Seattle. The group will begin rotating the host sites of the larger, two-day gatherings in 1999, the first of which will be hosted by NH Bremerton 21-22 January. [POC: LTC Stephen C. Vance; (253) 968-3471, 3172 or 2700.]